



Customer Service Center (CSC) - Colorado

Support Analysis

April 14—April 18

YEAR **2014**

Total Contacts
3,790

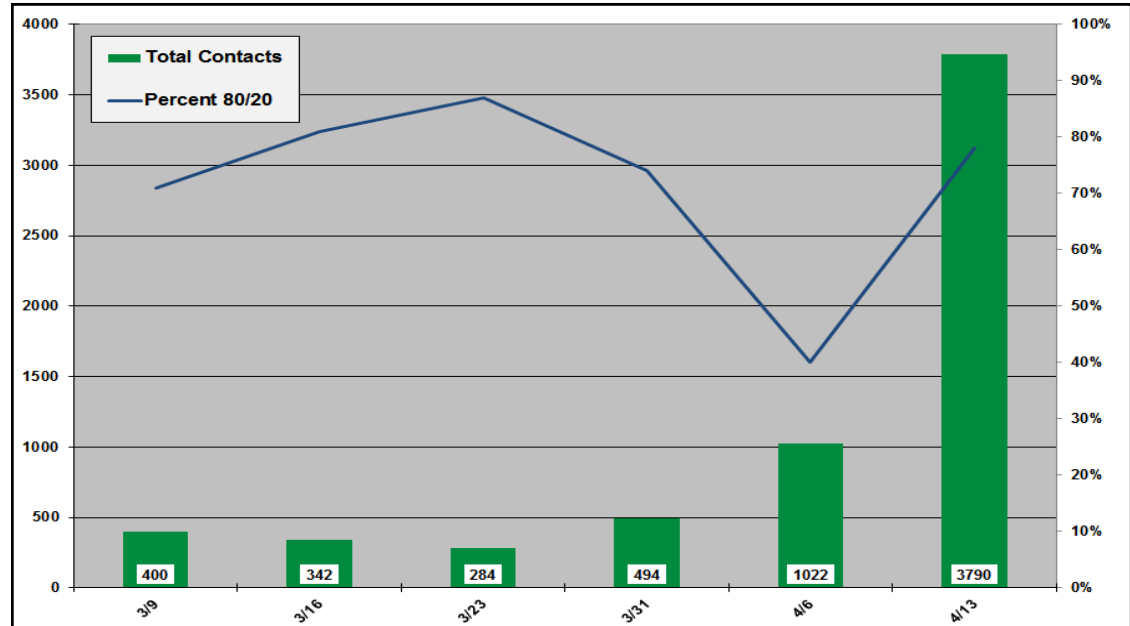
emails > 333
chats > 329
calls > 3,128

Top 10 Districts

Denver County 1	289
Adams 12 Five Star	205
Adams-Arapahoe 28J	193
Jefferson County R-1	175
Douglas Co RE 1	136
Cherry Creek 5	135
Weld Co 6 (Greeley)	130
Academy 20	130
Poudre R-1	118
Pueblo City 60	107

Customer Survey Results (Both Programs)

- 17% Response rate
- 92% Exceeded/Met Expectations



2014

Calls Offered: Total calls coming in at any given time.	3,444
Calls Handled: Total calls that continue through to an agent.	3,128
Service Level 80/20: Percent of calls answered in 20 seconds. CSC internal goal is 80%.	78%
Abandon Rate: Percent of callers who hang up before connecting with an agent.	1.01%
Avg. Speed to Answer: Average time it takes for a call to be answered by an agent.	0:50
First Call Closure: % of time the question was answered during the first call.	75%

Top 5 Contact Drivers

Test Management	1,869	49%
<ul style="list-style-type: none"> • Managing Test Sessions • Managing Student Registration • Managing Class/Test Assignments 		
Testnav	679	18%
<ul style="list-style-type: none"> • Errors • Using TestNav • Configuration 		
Security/Login	217	6%
<ul style="list-style-type: none"> • Password Inquiry/Reset/Locked • View/Create/Edit User • Policy 		
Student Data	141	4%
<ul style="list-style-type: none"> • Managing Student Data • Managing Student Enrollment • Student Data File Submission 		
Policy/Testing Clarifications	141	4%
<ul style="list-style-type: none"> • Online Testing Clarifications • Paper Testing Clarifications 		